



GUIDING SEND FAMILIES

Special educational needs & disabilities

Supporting children, young people and families through advocacy, mentoring, SEND guidance and preparation for adulthood.

Complaints Policy

Guiding SEND Families

Commitment

Guiding SEND Families aims to provide a professional, respectful and high-quality service.

Feedback is welcomed and viewed as an opportunity to improve services.

Informal Resolution

If you are unhappy with any aspect of the service provided, please raise your concern as soon as possible.

Many concerns can be resolved quickly through discussion and clarification.

Formal Complaints

If a concern cannot be resolved informally, a formal complaint may be submitted in writing via email.

Complaints should include:

- **Your name**
- **Contact details**





GUIDING SEND FAMILIES

Special educational needs & disabilities

Supporting children, young people and families through advocacy, mentoring, SEND guidance and preparation for adulthood.

- **Details of the complaint**
- **Any relevant dates or information**
- **The outcome you would like to see**

Complaints should be sent to:

Guiding-SEND-Families@outlook.com

Investigation

All complaints will be acknowledged within 5 working days.

An investigation will be carried out and a written response will normally be provided within 20 working days.

Where additional time is required, you will be informed.

Outcomes

Following investigation, outcomes may include:

- **Clarification of the issue**
 - **An explanation**
 - **An apology where appropriate**
 - **Recommendations for improvement**
 - **Any other appropriate resolution**
-

Confidentiality

Complaints will be handled confidentially and information will only be shared where necessary to investigate the concern.





GUIDING SEND FAMILIES

Special educational needs & disabilities

Supporting children, young people and families through advocacy, mentoring, SEND guidance and preparation for adulthood.

Record Keeping

Records of complaints and outcomes will be retained in accordance with the Privacy Policy and applicable data protection legislation.

Policy Review

This policy will be reviewed annually.

